

# DRAFT

## Washington State Department of Retirement Systems *Employer Survey on the new Receivables Management System*

Please assist the Department of Retirement Systems by completing the following survey. Your response to the survey will enable us to improve the quality of our services to you in the future. For your convenience, the return postage is prepaid.

This survey is being sent to you because of your experience in working with the new Receivables Management System, the Accounts Receivable Unit and/or Employer Support Services.

(Please circle one)

If you did not receive a service listed below,  
Please circle "0", Does not apply.

Very  
satisfied  
▼

Neither  
satisfied nor  
dissatisfied  
▼

Very  
Dissatisfied  
▼

Does  
not  
apply  
▼

### 1. Receivables Management System (RMS) Statements

How satisfied are you with the new statement format?	5	4	3	2	1	0
How satisfied are you with the increased level of detail provided by RMS, as you perform the reconciliation process?	5	4	3	2	1	0

### 2. Department of Retirement Systems (DRS) Notice 98-12

How satisfied were you with DRS Notice 98-12, as a means to prepare you for the changes in RMS?	5	4	3	2	1	0
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### 3. Accounts Receivable Unit

How satisfied are you with their:						
a. timeliness in responding to telephone inquiries	5	4	3	2	1	0
b. assistance on account reconciliations	5	4	3	2	1	0
c. accuracy of information provided	5	4	3	2	1	0

### 4. Employer Support Services Training (Categories)

How satisfied are you with the amount of training offered on:						
a. eligibility	5	4	3	2	1	0
b. status codes	5	4	3	2	1	0
c. earnable compensation	5	4	3	2	1	0
d. reconciling statements of account activity	5	4	3	2	1	0
e. reading and understanding edit messages	5	4	3	2	1	0

If you have any questions on how to complete this survey, please contact Jenice Thompson at (360) 664-7231 or Dave Nelsen at (360) 664-7163. They may also be reached at 1(800)547-6657.

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If you did not receive a service listed below,  
Please circle "0", Does not apply.

Very satisfied ▼	Neither satisfied nor dissatisfied ▼	Very dissatisfied ▼	Does not apply ▼
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## 5. Employer Support Services Training (Delivery)

a. How satisfied are you with the current training provided by ESS?	5	4	3	2	1	0
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b. How satisfied would you be with group training at a regional site, that's conducted annually?	5	4	3	2	1	0
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## 6. Employer Support Services

How satisfied are you with their:

a. timeliness in responding to telephone inquiries	5	4	3	2	1	0
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b. assistance with transmittal questions	5	4	3	2	1	0
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c. accuracy of information provided	5	4	3	2	1	0
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## 7. Overall Agency Service

How satisfied are you with the overall service provided by the Department of Retirement Systems?	5	4	3	2	1	0
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## 8. What improvement(s) to any of the services provided by Accounts Receivable and/or Employer Support Services would help you the most?

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**Thank you for completing this survey.**

### OPTIONAL

Name (of Person Completing Survey): \_\_\_\_\_

Job Title: \_\_\_\_\_

Daytime phone number: \_\_\_\_\_

Number of active members currently reported:	<u>1 - 25</u> <input type="checkbox"/>	<u>26 - 100</u> <input type="checkbox"/>	<u>101 - 200</u> <input type="checkbox"/>	<u>201 - 750</u> <input type="checkbox"/>	<u>Over 750</u> <input type="checkbox"/>	<u>N/A</u> <input type="checkbox"/>
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